

## **UTILITY SERVICE REPRESENTATIVE**

### **DEFINITION**

Under general supervision of the Water Maintenance Supervisor, to inspect new water service hookup connections for back-flow prevention devices, to test such devices yearly to assure proper operation, to assist in service turn-ons and turn-offs, to service as back up to Water Meter Readers, and to perform related tasks as needed.

### **EXAMPLES OF DUTIES**

Duties may include but are not limited to the following:

1. Inspects new water service hook-up connections for the presence of required back-flow prevention devices.
2. Tests back-flow prevention devices when installed and annually thereafter to assure proper operation.
3. Contacts customers in person or by mail to secure compliance with back-flow device requirements and to assure that customer makes repairs when such devices wear out or become defective.
4. Maintains field and office card file of initial and periodic inspections.
5. Assists in customer turn-on and turn-off service requests.
6. Backs up Water Meter Readers in walking routes during vacation periods.

### **QUALIFICATIONS**

#### **Knowledge, Abilities and Skills**

- A. Knowledge of water service hook-ups and valve operation principles.
- B. Oral communication skill to effectively communicate with customers and co-workers to explain requirements for back-flow prevention devices.
- C. Skill and tact in securing cooperation of water customers to assure installation and maintenance of required back-flow prevention valves.
- D. Ability to enter and work in close places while performing required tests.

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- E. Ability to work independently assuring timely completion of tasks.
- F. Ability to maintain accurate written records of field inspections and pressure checks.
- G. Ability to secure, within 6 months of appointment, certification of training in Backflow Prevention Devices.
- H. Ability to work occasional scheduled weekends when customers would experience considerable financial loss from mid-week testing.

EXPERIENCE AND EDUCATION

Any combination of experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of experience in the installation, inspection and repair of utility hook-ups or other appropriate equivalent experience.

Education:

Equivalent to completion of the twelfth grade.

4/10/85 UTSEVRRE